

REMARKS

This AMENDMENT UNDER 37 CFR 1.116 is filed in reply to the outstanding Office Action of September 10, 2003, and is believed to be fully responsive thereto and to place this case in condition for allowance for reasons set forth below in greater detail.

Responsive to paragraph 4 of the Official Action, claims 31 and 32 have been amended as kindly suggested by the Examiner, and accordingly entry of this AMENDMENT under 37 CFR 1.116 and withdrawal of the rejection under 35 USC 112 are respectfully requested.

The present AMENDMENT also amends each of independent claims 18, 30, 31 and 32 to include the limitations that the determined error event information includes both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of the distributed application (e.g. WFMS) and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of the SMS.

These limitations are directed to error event information of **both** the WFMS and the SMS, are believed to clearly distinguish over **just** the WFMS of Gabbita et al, **just** the WFMS of Ackroff et al, and **just** the SMS of Topff et al, and are believed to place this case in condition for allowance. Accordingly, entry of the present AMENDMENT under 37 CFR 1.116 is respectfully solicited.

These limitations are clearly supported by and explained in the present specification from page 8, line 14, to page 10, line 16.

Reconsideration is respectfully requested of the rejection of the claims herein over the prior art, including Gabbitta et al, Ackroff et al and Topff et al, particularly in view of the more detailed and clarifying amendments of each of independent claims 18, 30, 31 and 32 and the

following comments on the distinctions and advantages of the present invention relative to the prior art.

The Patent Examiner states that a typical workflow requires that previously scheduled processes/activities be completed before beginning other subsequently scheduled activities, and considers this to be an impact analysis in a very narrow sense.

However, the impact analysis provided by the present invention is significantly more than that, and determines the effect of an error situation on the activities of a single business process or even more far-reaching on a set of business processes as well as the activities within those business processes.

It should be further noted that current state-of-the-art workflow management systems (WFMS) only detect errors when executing a particular business process; it is a novelty that a workflow management system (WFMS) reacts on errors encountered by some outside mechanism, such as a System Management System (SMS), is informed by the outside mechanism, and then handles these errors as if they were encountered by the workflow management system (WFMS) itself, using further additional data and information provided by the outside mechanism (SMS).

Gabbita et al

Gabbita et. al. discloses and teaches the monitoring of workflows in a WFMS. If an error occurs, pre-defined operators in the organization are informed in the form of notification messages. This has been state-of-the-art in workflow (WFMS) technology for decades; there is absolutely nothing new about that. A state-of-the-art workflow management system (WFMS) only detects its own errors regarding personnel resources and therefore can handle only its own errors using only the information it has.

Gabbita represents only general background art on WFMS alone and it appears clearly from Figure 2 in combination with c 8, line 62 and beyond that this document only relates to the processing of a certain process instances within a WFMS alone. Moreover this reference simply provides the teaching of speeding up the execution of a certain process instances to achieve predefined deadlines or targets in case so-called "Jeopardy points" are reached; refer for instance to c 12, line 23 and beyond.

This reference does not have a single word about SMS or about the problems of combining SMS and WFMS technologies, and does not address the impact analysis of the present invention, wherein a received error event is analyzed to determine the impact of this error event on individual activities within process models of business processes.

Ackroff et al

Ackroff represents only general background on WFMS alone without any relationship to the present invention which combines SMS and WFMS technologies.

Topff et al

Topff represents only general background on SMS alone, and does not have a single word about the possibility of combining SMS and WFMS technologies, or how this can be accomplished. This document even leads away from the present invention as it is dedicated to the combination of SMS with a help-desk; refer for instance to c 1, lines 40 to 63; c 2, lines 3 to 12; c 2, lines 31 to 42.

In contrast to the above prior art, in the present invention, the error is detected by one system (SMS or WFMS), communicated to the other system by passing appropriate data, and then handled by the other system while using information and data from both systems, the SMS (on information technology resources including hardware and software) and the WFMS (on

personnel resources including staff and people). The depth and breadth of the information and data that is analyzed is significantly larger than the information just available to one system, including both (1) information on the impact of the error event on organization personnel monitored resources, including staff and people, of the WFMS and (2) information on the impact of the error event on information technology monitored resources, including hardware and software, of the SMS, as now pointed out by each of independent claims 18, 30, 31 and 32.

Dependent claim 22 is also believed to clearly distinguish over the prior art references and any proposed combination of the prior art references by setting forth clearly that a component within the WFMS, namely the process monitor, is doing the impact analysis and is responsible for the display/presentation step of claim 18 (par extending between p 32 to 33, p 35, par 2, lines 5 to 14). In other words, it is not the SMS which performs the impact analysis, and of course the SMS has to notify (event action) the WFMS on the occurrence of an error event. This represents a first embodiment of the communication bridge, which does not require modification of the SMS (p 35, par 2, lines 5 to 14), and is in no respect even remotely disclosed or taught by the individual WFMS and SDS of the prior art.

Regarding claims 22-26, the rules are meant to deal with the results of the impact analysis of the error event, such as to issue an alert and to even take corrective actions, including reassigning of work to different people, to allow the workflow to continue etc.; refer for instance.

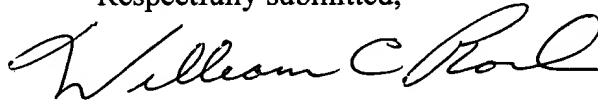
Dependent claim 26 is also believed to clearly distinguish over the prior art references and any proposed combination of the prior art references by setting forth clearly the second alternative embodiment of the communication bridge provided by the present invention. In claim 26, the WFMS is still performing the impact analysis, but instead of performing the display/presentation step by the WFMS, the WFMS communicates the results back to the SMS

in the form of events for which event actions are defined in the SMS, which then are responsible to perform the display/presentation step in the context of the SMS enterprise console (for instance p 34, par 1 to p 35, par 3). This represents a second embodiment of the communication bridge, which is in no respect even remotely disclosed or taught by the individual WFMS and SDS of the prior art.

Independent claims 31-32 are Beauregard format claims that explicitly repeat the language of the method claims.

This application is now believed to be in condition for allowance, and a Notice of Allowance is respectfully requested. If the Examiner believes a telephone conference might expedite prosecution of this case, it is respectfully requested that he call applicant's attorney at (516) 742-4343.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "William C. Roch". The signature is fluid and cursive, with the first name "William" being more prominent.

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